

## **SENIOR OFFICE ASSISTANT**

**603**

**DEPARTMENT:** County Administration/Satellite Office

### **NATURE OF WORK:**

Performs responsible clerical work for the Satellite Office. Duties include assisting customers both in person and on the telephone; maintaining complex and varied records, both manual and automated; and typing a variety of correspondence and reports. Serves as back-up to Citizen's Assistance Officers.

Duties are performed under the general supervision of the Satellite Office Manager. Receives guidance and daily work assignments from the Citizen's Assistance Officer.

### **ESSENTIAL FUNCTIONS OF THE JOB:**

Assists customers both in person and over the telephone. Answers a wide variety of questions relating to all County departments.

#### Code Compliance

Assists customers in filling out applications for building, electrical, plumbing, and mechanical permits; assists in filing the applications for sign permits, special use permits, and contractor registration forms.

Issues approved permits.

#### Commissioner of the Revenue

Assists citizens with information and in filing State income tax returns, applications for business license, real estate exemptions, and land use forms.

Works directly in the "system" to add new vehicles and remove ones no longer owned by citizens.

Assists citizens with the filing of abatement forms.

#### Treasurer

Collects fees for: permits and State levy taxes, personal property and real estate taxes, dog tags, Virginia Estimated Taxes, JCC convenience center coupons, and recreation classes.

#### James City Service Authority

Collects fees for JCSA and HRSD bills.

Assists citizens with water and sewer contracts.

### Real Estate Assessments

Assists citizens with the use of the tax maps and the Land Book.

### Registrar

Serves as an assistant general registrar.

### Parks and Recreation

Assists citizens in registering for recreation classes.

### In General

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

### **JOB LOCATION AND EQUIPMENT OPERATED:**

Duties are primarily performed in an office setting. Operates standard office equipment to include telephone, computer keyboard, and copy machine.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of general business office practices, including accounting and bookkeeping.

Knowledge of local government departments activities, services, and processes.

Ability to deal with the public in situations requiring discretion, courtesy, and tact.

Ability to work as a team member with County departments.

Ability to establish and maintain harmonious and effective relationships with the general public and other County employees.

Ability to manage multiple tasks.

Ability to communicate effectively, orally and in writing.

Ability to handle confidential material with discretion.

Ability to operate office equipment and skilled in data entry operations.

### **MINIMUM QUALIFICATIONS:**

High school diploma or equivalent and considerable clerical experience which shall have included interaction with the public, data entry, and automated record keeping; or any equivalent combination of education and experience providing the required knowledge, skills, and abilities cited above.